Self Serve WebTIME
Employee User Manual

Self Serve is your one stop portal Employee related activities. From logging hours, updating contact information, keeping track of upcoming assignments to reprinting copies of your Check stub. Self Serve provides you with the tools you need to access information most important to you.

SelfServe
WebTIME

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Welcome to SelfServe. From this secure site you will be able to access your payroll history, payroll check stubs, and ACH advices, view your position details and update some of your personal information. A valid email address and Internet connection is required to use this service.

https://selfserve.plsvc.com

The first step is registering for SelfServe. You will be given a Business Key from your Staffing Consultant. You will need to enter this key during the registration process and use it each time you login.

SelfServe
Username
Password
Business Key
Sign In | Forgot Username/Password | Register
January
This site is provided for the sole use of authorized associates, clients and business partners. Inappropriate use of this system may subject the user to loss of access privileges and possible criminal prosecution.
Click here for our complete authorized use policy.

Registration

To begin the process, click the register button in the top right corner of your screen.

A pop-up window will step you through the process of registering.

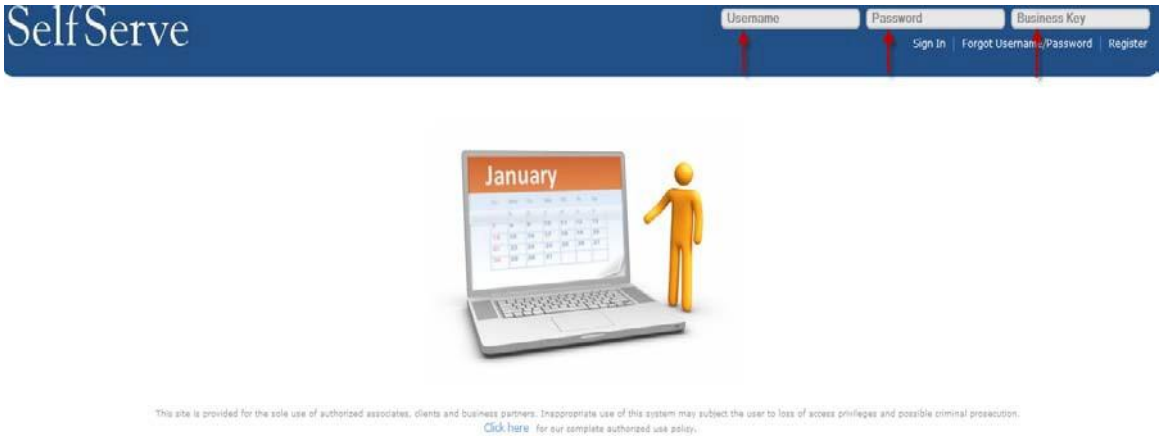
Please note the following when creating a password:

The password must contain 3 of the following elements; lower case letters, upper case letters, and either a number or symbol.
Until this criterion has been met, the ⛔ sign will remain. When you have successfully entered your password a check will appear ✅ .

Logging In

Once you have registered and have a username and password, you can login in to the SelfServe application. An email confirmation will be sent to the email address on file with a link to the website for your convenience.

Enter your username, password and Business Key. Once you have entered all of the login information click sign in, below the password box.


SelfServe
Username
Password
Business Key
Sign In | Forgot Username/Password | Register
January
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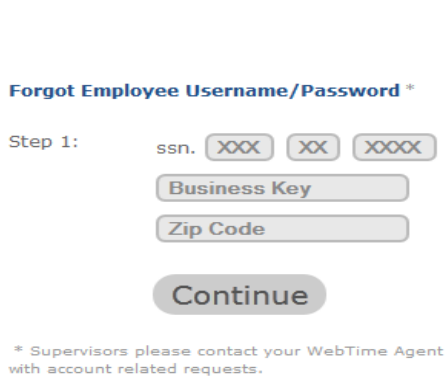
Forgot Password / Username

If you forgot your password or username you can retrieve by selecting the forgot password / username option on the top of the banner. A pop- up window will open to walk you through the steps of retrieving your login credentials.



Application View

After you have successfully logged in, the top banner will display the navigation options available in SelfServe with the Scheduler as the home page.

Scheduler

Month View

The Scheduler will allow you to enter your time into the system and view information about your assignments in month increments.

SelfServe
CHARLES CHENEY
Menu
Settings
Scheduler
Pay History
W-2/1099
Sign Off
view: month day
double click Day to Open
< Previous
January 2013
Next >
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
By entering information on this timesheet form, I certify that the hours shown and checked-off were worked by me during the span indicated and that all other information is accurate and complete. My submission of this form electronically shall have the same force and effect as if I had signed the form manually.
SUBMIT TIMECARDS

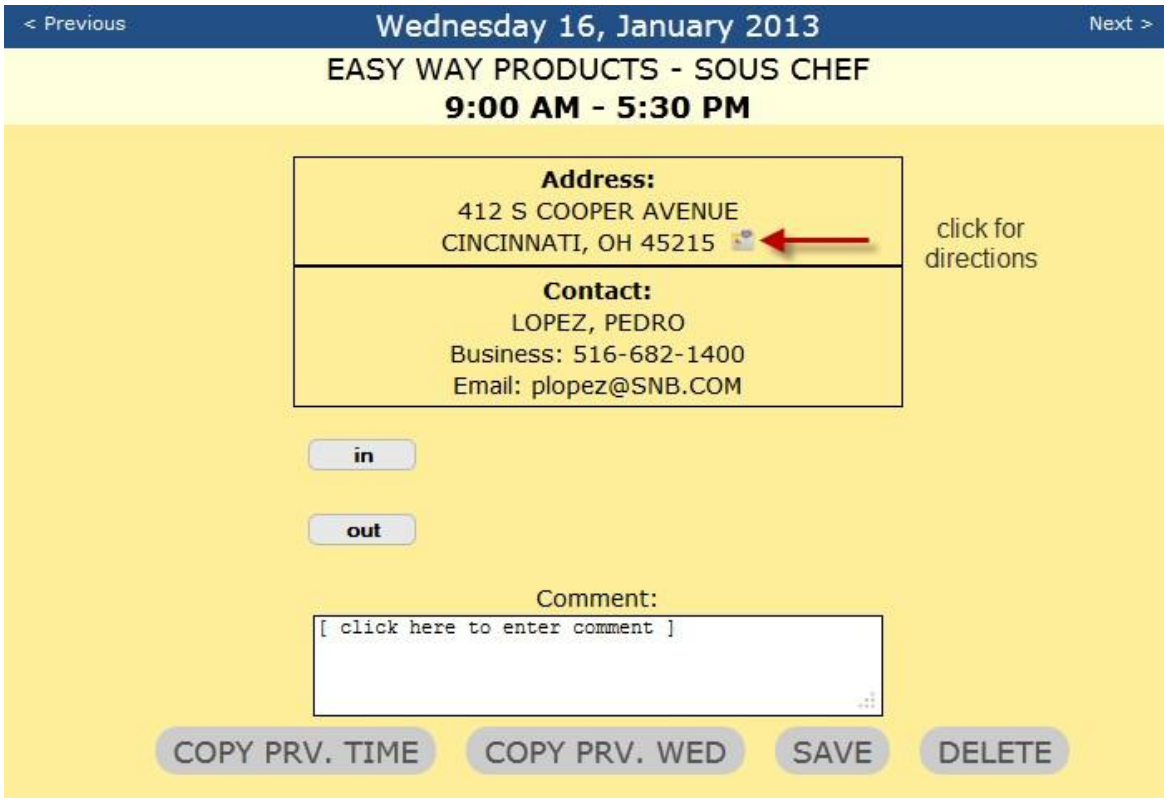
Day View

The day view provides detailed information about your assignment and time entry. To enter the day view select the Day button from the view options or double click on the brown date bar in the calendar above the assignment you wish to view.

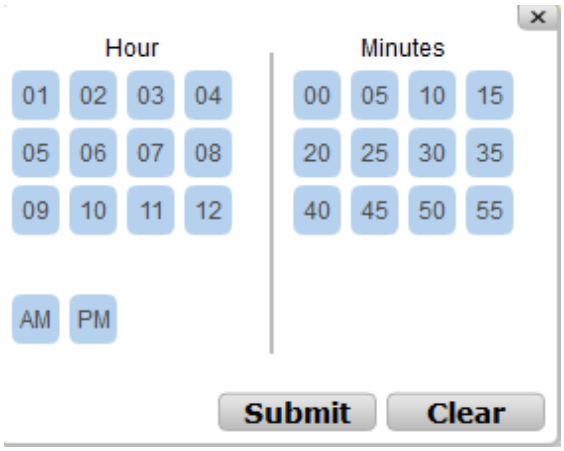
The day view provides the name of the company, hours of the assignment as well as the assignment address. There is a map button next to the address to quickly map directions for you.

Time Entry

You have the opportunity to record your hours including any non-paid breaks. If you have a morning unpaid break and an afternoon unpaid break, you have the ability to enter that time in addition to any unpaid lunch time you may take. Please note that additional boxes will appear as you enter your time so you will have a place to record all your hours.



To begin entering, click on the "in" drop down box and select the appropriate hour you arrived at your assignment. A pop-up window will open allowing you to select the hour, minutes and am or pm options. The time entry allows you to enter increments of 5 minutes. Continue to the "out" box to select either the time you began your first unpaid break or left for lunch. The "out" button will function the same way as the "in" button. Move on to the next "in" box to record the time you returned from your break or from lunch. Click on the next "out" box to record the time you left for your afternoon unpaid break or left for the day:



After selecting the hours, click on the Submit button.

You may also enter a comment that will be recorded with your time and will be viewable by your supervisor and Staffing Consultant.

When complete you can click the "Save" button. The top of the box will turn blue to indicate that these hours have been saved. You may go back and change any hours that have been saved by clicking on the appropriate date on the monthly calendar.

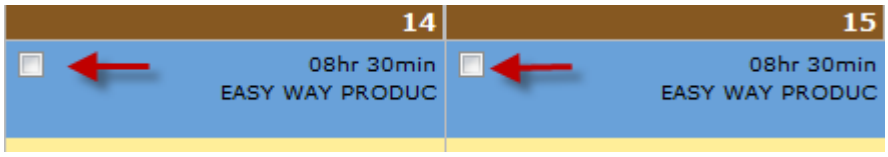
If your hours are the same as the previous day worked, click the Copy Prv. Time button and the hours will automatically be entered and saved for you. Additionally, you may click the Copy Prv. (Day) to copy the hours from the same day last week. For example if it is Tuesday and you click the Copy Prv. Tue button, the hours from last Tuesday will populate and save automatically.

The color legend at the bottom of the page details what each color screen indicates so you can easily view the status:

To enter time for the previous or next day, you can click on the "< previous" or "next >" button next to the date. Repeat the steps above to record your time for that day.

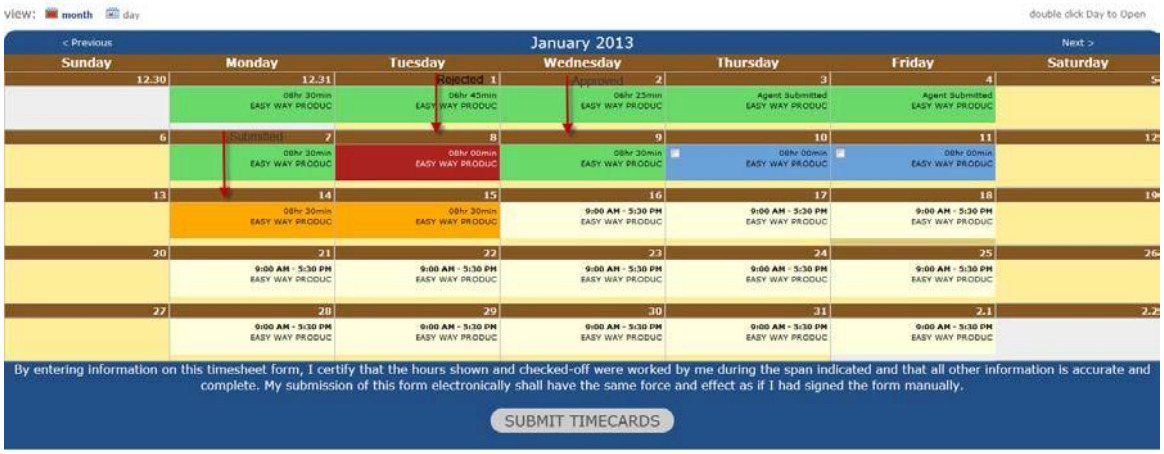
Once you have saved the hours that you wish to submit into the time sheet entry screen, you need to submit them for approval. Select the "Month" view from the view options.

Click the box for each day(s) you wish to submit hours for approval and then click the "submit" button at the bottom to electronically send those hours to your supervisor. Those days will then turn orange to indicate the hours have successfully been recorded.

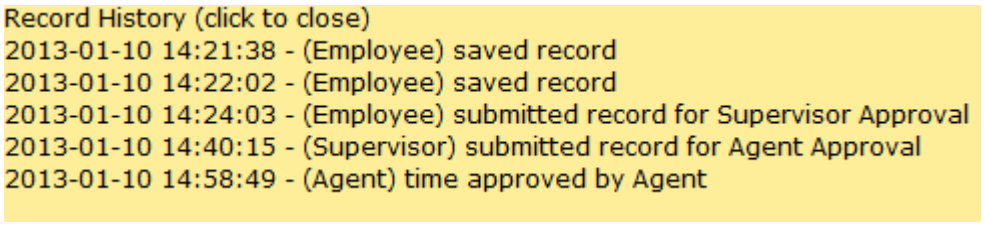


Please note, once you have submitted hours, you will not be able to change them. If you have made an error, contact a representative at your agency. Your supervisor will have the ability to reject these hours and you will have the opportunity to re-enter the time. If this is the case, you will receive an email notification that time has been rejected.

If your supervisor approves or rejects time, the next time you log into SelfServe, you will see a change to your calendar:


view: month day
double click Day to Open
< Previous
January 2013
Next >
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
By entering information on this timesheet form, I certify that the hours shown and checked-off were worked by me during the span indicated and that all other information is accurate and complete. My submission of this form electronically shall have the same force and effect as if I had signed the form manually.
SUBMIT TIMECARDS

To see why a time entry was not approved or any comments associated with your time card or to resubmit time, click on the brown bar on the to view the day's details. You can expand each day's record history by clicking on the Record History text at the bottom of the screen:


Record History (click to close)
2013-01-10 14:21:38 - (Employee) saved record
2013-01-10 14:22:02 - (Employee) saved record
2013-01-10 14:24:03 - (Employee) submitted record for Supervisor Approval
2013-01-10 14:40:15 - (Supervisor) submitted record for Agent Approval
2013-01-10 14:58:49 - (Agent) time approved by Agent

For example: the supervisor may say that it is necessary to deduct for breaks. To re-submit your time, click on the Delete button and re-enter the corrected time. When you have finished click Save. You can then re- submit the time from the month view as outlined above.

You will be able to monitor the approval stages by viewing your calendar at any time and referring to the color chart at the bottom of the page. Time submitted pending supervisor approval will be orange; once the supervisor has approved hours, the color will change to brown.

When your office representative has approved those hours for final payment, the days will change to green.

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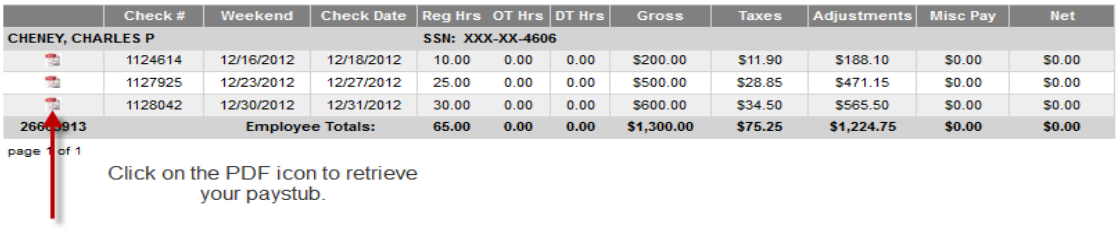
Info | Policy | Support

Pay History and W2/1099 Retrieval

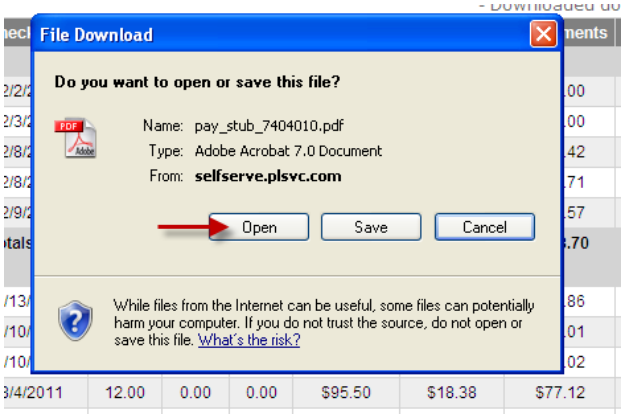
In addition to recording your time, and being able to retrieve your past time slip records, SelfServe gives you the ability to retrieve a full pay history and pay stubs based on a range of dates that you select. Your W2/1099 copies are available as well.

To view your payroll history, select the Pay History from the ribbon of the Menu tab.

Click on the date range to set the period you wish to view. When you click the from and to dates, a calendar will pop up. Select the month and click on the day you would like to set for your range, and then click Show Range. All of your associated checks will be listed.



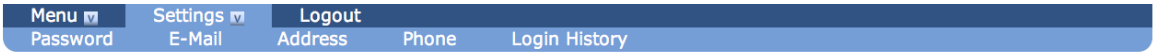
To view each payroll record, double click on the PDF icon. A new window will open with a PDF copy for you to view, save to your desktop or print.


File Download
Do you want to open or save this file?
Name: pay_stub_7404010.pdf
Type: Adobe Acrobat 7.0 Document
From: selfserve.plsvc.com
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?
3/4/2011 12.00 0.00 0.00 $95.50 $18.38 $77.12

To access your W2/1099 copy, click on the option bar and click on the PDF icon as you would to retrieve your payroll stub.

Settings

The Settings tab will allow you to change your personal information, update contact information, set your email preferences, change your password, and view your login activity.



Password

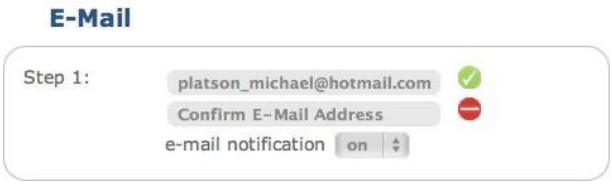
To change your password, click the "Password" button on the Settings ribbon at the top of the screen and follow the instructions. The change password wizard will guide you through the process, automatically changing the minus sign to a check when the information entered is correct and prompting you to go to step 2.

Password
Please keep in mind the following rules.
1. minimum 8 characters
2. contain 3 of the following elements: lower case, upper case, digit or symbol.
Step 1:
New Password
Confirm Password

Email

To change your email address, select the E-Mail button from the Settings ribbon. Similar to the Password function, the E-mail wizard will let you know if the information entered is valid by changing the minus sign to a check. Once the wizard determines that both email fields are valid you will be prompted to enter your current password followed by your new email address.

Make sure the email notification is on to receive email notification when your submitted time has been modified.



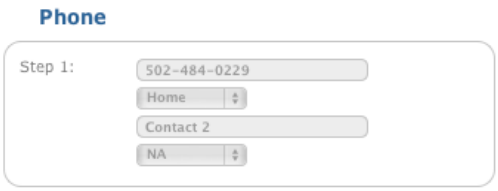
Address

To update your address, click on the Address button from the Settings ribbon. Please follow the guided step process to update your contact information.

Please note: Changing contact information will send a request to the agent to update your contact information.

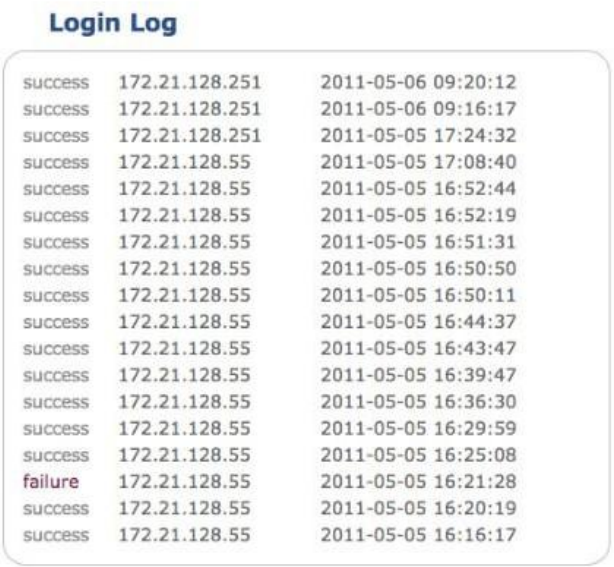
Phone

To update your phone numbers, click on the Phone button from the Settings ribbon. A dialog will open allowing you to add up to four phone numbers and specify their location.

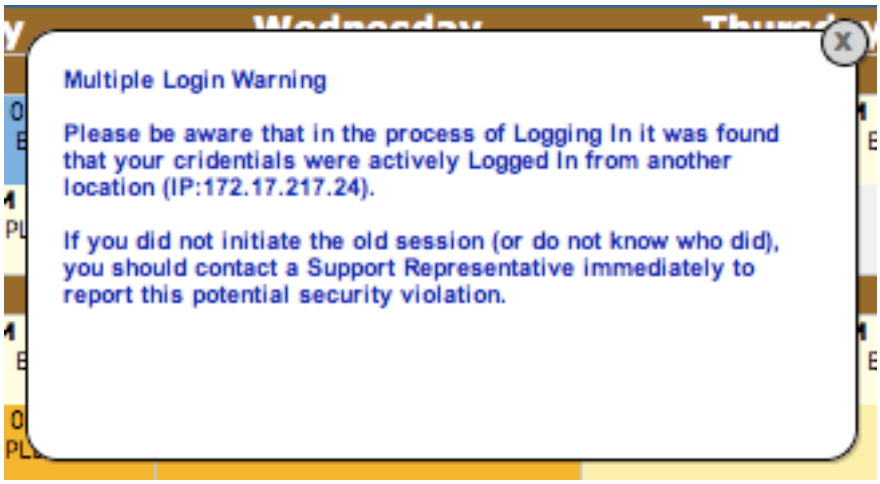


Login History

The Login History button in the Settings ribbon provides a detailed look at the login information for your account. This is important if you believe that an unauthorized user is trying to access your account or if you want to check to make sure you know all of the incoming connections to your account. The login attempts that failed will say "failure" in red.



Additionally to make sure that you are fully aware of your account access SelfServe will notify you of simultaneous logins and log out the first session.


Multiple Login Warning
Please be aware that in the process of Logging In it was found that your cridentials were actively Logged In from another location (IP:172.17.217.24).
If you did not initiate the old session (or do not know who did), you should contact a Support Representative immediately to report this potential security violation.

When you have completed using SelfServe, click on the "Logout" tab on the main banner.